

**STATE SUPPORT FUNCTION (SSF) 12  
ENERGY**

VTEOP  
September 30, 2009

PRIMARY: Department of Public Service

SUPPORT: Agency of Agriculture, Food and Markets; Agency of Transportation; Department of Buildings & General Services; Department of Labor; Department of Public Safety, Division of Emergency Management, Division of Fire Safety, Homeland Security Unit and State Police; Office of the Adjutant General, VT National Guard; Public Service Board

**I. INTRODUCTION**

- A. Energy includes producing, refining, transporting, generating, transmitting, conserving, building, and maintaining oil, electric and gas energy system components. Damage to a system can have a rippling effect on supplies, distribution, or other transmission systems.
- B. SSF-12 will closely coordinate with the fuel oil, electric and propane gas utilities operating in the state to ensure the integrity of power supply systems are maintained during emergency situations and any damages incurred are repaired and services restored in an efficient and expedient manner afterward. SSF-12 will have primary responsibility to monitor and coordinate the availability of electric utility generating capacity and reserves, the availability and supply of fuel oil and propane gas, supply and transportation of generation fuels, and emergency power. SSF-12 will also monitor and coordinate the restoration of electric, fuel oil and propane gas services for normal community functioning.
- C. SSF-12 collects, evaluates, and shares information on energy system damage and estimations on the impact of energy system outages within affected areas. Additionally, SSF-12 provides information concerning the energy restoration process such as projected schedules, percent completion of restoration, and geographic information on the restoration. SSF-12 facilitates the restoration of energy systems through legal authorities and waivers. SSF-12 also provides technical expertise to the utilities, conducts field assessments and assists government and private-sector stakeholders to overcome challenges in restoring the energy system.

**II. MISSION**

This State Support Function is responsible for coordinating the provision of emergency power and other energy sources to support emergency response and recovery efforts and normalize community functions by coordinating restoration of non-telecommunications utility systems damaged as a result of disasters. Support includes, but is not limited to: assessing energy and utility system damages, supply and requirements to restore such systems; assisting local governments in assessing emergency power needs and priorities, and helping them to obtain emergency power generating capabilities, if appropriate; helping energy suppliers and utilities obtain equipment, specialized labor, and transportation to

repair or restore systems; and providing emergency information, education, and conservation guidance to the general public concerning energy and utility services.

### **III. CONCEPT OF OPERATIONS**

- A. The Department of Public Service is responsible for the coordination of all SSF-12 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the SSF-12 annex. All SSF-12 supporting agencies will assist the Department of Public Service in the planning and execution of the above.
- B. Coordination with all supporting and other appropriate departments/agencies, organizations and utilities will be performed to ensure operational readiness.
- C. Owners and operators of investor-owned (private), and public utilities systems shall be responsible for the activation of plans for appropriate allocation of resources of personnel, equipment and services to maintain or restore utility service under their control.
- D. In coordination with, and in support of, the State-Rapid Assessment & Assistance Team (S-RAAT), assess the situation (both pre- and post-event), and in coordination with local emergency management officials, develop strategies to respond to the emergency.
- E. SSF-12 will coordinate with public and investor-owned and operated electric and natural gas utility services to ensure equitable provision and/or restoration of electric services to the public.
- F. Considerations for allocation of energy resources will include but are not limited to:
  - 1. Coordinating with state agencies and emergency response organizations to ensure sufficient fuel supplies are available.
  - 2. Providing technical support and personnel for support of emergency activities being conducted by local EOCs or state SSFs as requested through the SEOC.
  - 3. Coordinating with utility representatives to determine emergency response and recovery needs.
  - 4. Coordinating with SSF-6 (Mass Care, Emergency Assistance, Housing & Human Services) and local EOCs to identify emergency shelter power restoration status/needs and coordinate with SSF-12 support agencies and other SSFs with assistance in providing resources for emergency power generation.

### **IV. SSF ACTIONS**

The emergency operations necessary for the performance of this function include but are not limited to:

- A. Preparedness

1. Develop and maintain current directories of suppliers of services and products associated with this function.
2. Establish liaison with support agencies and energy-related organizations.
3. In coordination with public and private utilities, ensure plans for restoring and repairing damaged energy systems are updated.
4. In coordination with public and private utilities, establish priorities to repair damaged energy systems and coordinate the provision of temporary, alternate, or interim sources of oil and gas supply and electric power.
5. Promote and assist in developing mutual assistance compacts with the suppliers of all power resources.
6. Develop energy conservation protocols.
7. Participate in state exercises and conduct, periodically, an SSF-8 exercise to validate this annex and supporting SOPs. Involvement in actual incidents in which the SEOP is activated satisfies this requirement.

**B. Response**

1. Analyze affected areas to determine operational priorities and emergency repair procedures with utility field personnel. Provide status of energy resources to the SEOC Operations Section at least daily and, when possible, provide data by county.
2. In coordination with public and private utilities, prioritize rebuilding processes, if necessary, to restore power to affected areas.
3. Administer, as needed, statutory authorities for energy priorities and allocations.
4. Apply necessary state resources, to include debris removal, in accordance with established priorities in response to an emergency.
5. Provide energy emergency information, education and conservation guidance to the public in coordination with the SEOC Public Information Officer.
6. Coordinate with SSF-1 for information regarding transport of critical energy supplies.
7. Plan for and coordinate security for vital energy supplies with SSF-13.
8. Maintain continual status of energy systems and the progress of utility repair and restoration activities.
9. Recommend energy conservation measures.

10. Collect and provide energy impact/damage assessment data (Essential Elements Of Information) to SSF-5 to support a potential Gubernatorial request for a Presidential Declaration.

**C. Recovery**

1. Maintain coordination with all supporting agencies and organizations on operational priorities and emergency repair and restoration.
2. Continue to provide energy emergency information, education and conservation guidance to the public in coordination with the SSF 13 (Public Information).
3. Anticipate and plan for arrival of, and coordination with, ESF-12 and Department of Energy personnel in the SEOC and the Joint Field Office (JFO).
4. Continue to conduct restoration operations until all services have been restored.
5. Ensure that SSF-12 team members or their support agencies maintain appropriate records of costs incurred during the event.

**D. Mitigation**

1. Anticipate and plan for mitigation measures.
2. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
3. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

**V. RESPONSIBILITIES**

**A. Department of Public Service**

1. Identify, train, and assign PSD personnel to staff SSF-12 in the SEOC.
2. Maintain communications with electric utilities in responding to and recovering from emergencies regarding electric generating capacity shortages, electric generating fuel shortages, transmission and distribution line outages, and electrical service outages affecting the public.
3. Develop protocols to establish priorities to repair damaged energy systems and coordinate the provision of temporary, alternate, or interim sources of natural gas supply and electric power.
4. Develop protocols to report the following:
  - a. State electric generating capacity.

- b. State electric demand.
  - c. Outages by county and other jurisdictions, number of customers impacted, and estimated restoration time.
  - d. Status of major generating unit outages.
  - e. Expected duration of event.
  - f. Explanation of utility planned actions and recommendations of agency actions in support of utilities.
  - g. Status of natural gas pipelines.
  - h. Status on LPG and oil supplies.
- B. Agency of Agriculture, Food and Markets
- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-12 during periods of activation.
  - 2. Be prepared to provide information and recommendations concerning the impact of loss or shortage of energy resources on the agricultural community.
- C. Agency of Transportation
- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-12 during periods of activation.
  - 2. Apply necessary state resources, to include debris removal, in accordance with established priorities in response to an emergency. (An SSF 3 Function)
  - 3. Be prepared to assist in providing and/or coordinating transportation for critical energy resources. (An SSF 1 Function)
- D. Department of Buildings and General Services
- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-12 during periods of activation.
  - 2. Maintain and report the status of critical state facilities to SSF 12.
  - 3. Be prepared identify and acquire supplemental energy resources to support State facilities.
- E. Department of Labor
- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-12 during periods of activation.

2. Be prepared to provide technical assistance for worker health and safety during periods of disaster.

**F. Department of Public Safety**

**1. Emergency Management Division**

- a. Make notifications of supporting agencies as requested by the lead agency.
- b. Provide communications and equipment to support operations in the SEOC.

**2. Fire Safety Division**

- a. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-12 during periods of activation.
- b. Be prepared to provide or coordinate household or facility safety inspections, as needed, prior to use or reoccupation.

**3. Homeland Security Unit**

- a. Provide information to SSF-12 concerning Threat Condition Levels.
- b. Provide coordination for the implementation of protective actions or measures related any change in Threat Condition level.

**4. State Police**

- a. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-12 during periods of activation.
- b. Plan for and coordinate security for vital energy supplies and facilities as a task of SSF-13.

**G. Office of the Adjutant General, VT National Guard**

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-12 during periods of activation.
2. Be prepared to assist in providing security to designated utility, power and energy facilities.
3. Be prepared to provide emergency power generation capability, as requested and available.

**H. Public Service Board**

1. Identify, train, and assign personnel to staff SSF-12 during activation.

2. Direct efforts to obtain automotive transportation fuels or non-utility fuel supplies in the event of a shortage required for residential, commercial, or industrial purposes.
3. Provide technical assistance to include those items listed in paragraph IV. A. 3-4 above.

## **VI. FEDERAL INTERFACE**

- A. ESF-12 gathers, assesses, and shares information on energy system damages and the impact of energy system outages. ESF-12 works closely with and aids in meeting requests from state and local energy officials, energy suppliers, and deliverers. Energy is defined as producing, refining, transporting, generating, transmitting, conserving, building, and maintaining energy systems and energy system components. Authority for carrying out the federal response is outlined in the National Response Framework.
- B. ESF-12 will be represented at the Joint Field Office (JFO) and will:
  1. Receive and respond to requests for information from state and local governments;
  2. Assist the Federal Coordinating Officer (FCO) and State Coordinating Officer (SCO) to establish priorities to repair damage; and
  3. Identify needed resources to repair or restore damaged energy systems.
- C. SSF-12 will coordinate with Federal ESF-12 to obtain federal assistance, as required.

**TAB A TO SSF ANNEX L (SSF #12)  
ENERGY**

**LEAD/ SUPPORT**

**LEAD**

**Agency or Dept**

**Dept. of Public Service**

**Rep**

**Contact(s)**

**Telephone**

Primary

David O'Brien, Commissioner

802-828-2321

Alternate

Steve Litkovitz

802-828-4083

Alternate

Steven Wark

802-828-4052

**LEAD/SUPPORT**

**SUPPORT**

**Agency or Dept**

**Agency of Human Services**

**Rep**

**Contact(s)**

**Telephone**

Primary

Charly Dickerson

802-241-3106

Alternate

Robert Hofmann, Secretary

802-241-2220

Alternate

Patrick Flood, Deputy Secretary

802-241-2220

Alternate

Dave Stonecliffe

802-241-2510

Alternate

Scott Johnson

802-241-4556

**Agency or Dept**

**Agency of Natural Resources**

**Rep**

**Contact(s)**

**Telephone**

Primary

Jonathan Wood, Secretary

802-241-3600

Alternate

Sabina Haskell, Deputy Secretary

802-241-1562

Alternate

Justin Johnson

802-241-3808

Alternate

Catherine Gjessing

802-241-3753

**Agency or Dept**

**Dept. of Buildings & General Services**

**Rep**

**Contact(s)**

**Telephone**

Primary

Gerry Myers, Commissioner

802-828-3519

Alternate

Bill Laferriere

802-828-3316

Alternate

John Jewett

802-241-3192

**Agency or Dept**

**Dept. of Labor**

**Rep**

**Contact(s)**

**Telephone**

Primary

Patricia Moulton Powden, Commissioner

802-828-4301

Alternate

Robert Mcleod

802-828-5084



**STATE OF VERMONT EMERGENCY OPERATIONS PLAN  
SEPTEMBER 30, 2009**

---

**LEAD/SUPPORT**

**SUPPORT**

**Agency or Dept**

**DPS, Division of Emergency Management**

**Rep**

**Contact(s)**

**Telephone**

Primary

Barbara Farr, Director

800-347-0488

Alternate

Peter Coffey

800-347-0488

Alternate

Ross Nagy

800-347-0488

**Agency or Dept**

**DPS, Homeland Security Unit**

**Rep**

**Contact(s)**

**Telephone**

Primary

Captain Chris Reinfurt, Director

802-241-5357

Alternate

Lt. Mike Manning

802-241-5095

**Agency or Dept**

**Office of the Adjutant General, Vermont National Guard**

**Rep**

**Contact(s)**

**Telephone**

Primary

Col. Ludwig Schumacher

802-338-3342

Alternate

Major General Michael Dubie

802-338-3124

**TAB B TO SSF ANNEX 12  
INCIDENT COORDINATION TEAM (ICT)  
ACTIVATION & IMPLEMENTING PROCEDURES – SSF-12**

The attached procedure provides general guidance to the State Support Function (SSF) Lead or other Agency Representative who is designated to staff the appropriate position as a member of the Incident Coordination Team (ICT) in the Vermont State Emergency Operations Center (SEOC), when activated in response a minor, major or catastrophic incident affecting Vermont.

The SSF Lead or Agency Representative is the Secretary/Commissioner/Director or Senior Executive or is acting on their behalf when a member of the ICT in coordinating and providing agency support during an emergency requiring a state level response.

**UNUSUAL EVENT (Applies to a Vermont Yankee (VY) Event Only) or SITUATIONAL AWARENESS UPDATE**

- Receive notification of VY plant status or expected/occurring incident not related to VY.
- Confirm notification by calling the designated 800#.
- Make any internal agency notifications, as appropriate.
- Report to the SEOC, if requested.

**ALERT, SITE AREA EMERGENCY, GENERAL EMERGENCY (Applies to Vermont Yankee Event) or ICT ACTIVATION (notification for a non – Vermont Yankee incident)**

- Receive notification of VY plant status or expected/occurring incident not related to VY.
- Confirm notification by calling the designated 800#.
- Make any internal agency notifications, as appropriate.
- Report to the SEOC as soon as possible.
- Sign in at security desk of Department of Public Safety and obtain an identification badge.
- Report to Liaison Officer or Operations Section Chief and obtain an initial situational awareness briefing.
- Open the DisasterLAN daily action log & make appropriate entries concerning information received and actions undertaken.
- Ensure adequate staffing for 24-hour coverage. Confirm names and hours of liaison staff with appropriate agencies.
- Establish filing system (may include, but not limited to, status reports, situation reports, briefing papers, assignments/mission tasking, telephone rosters, daily reports, etc).
- Establish contact with forward deployed teams or other agencies, as required. Establish reporting times for all elements.
- Identify necessary additional staffing requirements and make those notifications or contact the Resources Unit Leader of the Planning Section.
- Be prepared to coordinate or identify resources to meet support requests in your area of responsibility.
- Prepare for periodic incident coordination team situational updates.
- Conduct shift change briefings as needed.
- Retain all documentation developed in support of your activities.

**DEMOBILIZATION (Applies to all incidents requiring the ICT Activation)**

- Receive demobilization briefing from SEOC Director.
- Make any internal agency notifications, as appropriate.
- Retain all documentation developed in support of your activities and provide copies to the Planning Section Documentation Unit.
- Identify and update internal agency procedures, as needed.
- Make recommendations for changes to the ICT procedures or SSF Binders, as appropriate, and provide to the Planning Section Chief or SEOC Director.
- Provide additional after action comments to the VEM, Deputy Director, Preparedness & Planning as soon as possible or at a scheduled After Action Review.
- Document costs associated with the activation and provide to agency Financial Officer and the ICT Finance & Administrative Section Chief.

**TAB C TO SSF ANNEX L (SSF-12)  
ENERGY**

**UTILITIES OPERATING PROCEDURES**

**I. GENERAL**

This appendix outlines the utilities, functions, and governmental responsibilities involved in assuring adequate utility services for the well-being and health of the citizens of Vermont and after emergency or disaster situations.

**II. SITUATIONS**

**A. State – Utilities within Vermont are:**

1. **Electric Power:** Much of the electricity used in Vermont is distributed over a transmission system operated by the Vermont Electric Power Company, Inc. usually referred to as VELCO. VELCO transports the electricity that various entities have purchased in the wholesale power market administered by ISO New England and other sources including generating facilities in Vermont, New England, New York and Canada. With the exception of a few, relatively small, hydroelectric and STET facilities within the State, the major power used in Vermont is acquired from the Hydro-Quebec, ISO – New England, and Vermont Yankee Nuclear Power Station in Vernon, Vermont. (There is one sizable wood chip plant in Burlington.)

The retail power companies in Vermont are either municipal electric companies (public facilities, Rural Electric Authority (REA) cooperatives (private non-profit facilities), or investor-owned utilities (IOU). The first two groups could be eligible for Federal assistance in the event of a Major Disaster which damages their facilities. The IOU cannot receive such assistance except in extreme circumstances when the health and well being of the public is in imminent danger from power losses and the affected company could not restore service without government aid.

There are fifteen Municipal electric companies in Vermont, which could qualify for Federal disaster aid under Category "F":

BARTON VILLAGE, INC. ELECTRIC DEPARTMENT  
BURLINGTON ELECTRIC DEPARTMENT, CITY OF  
ENOSBURG FALLS WATER & LIGHT DEPARTMENT, INC., VILLAGE OF  
HARDWICK ELECTRIC DEPARTMENT, TOWN OF  
HYDE PARK ELECTRIC DEPARTMENT, VILLAGE OF  
JACKSONVILLE ELECTRIC COMPANY, VILLAGE OF  
JOHNSON WATER & LIGHT DEPARTMENT, VILLAGE OF  
LUDLOW ELECTRIC LIGHT DEPARTMENT, VILLAGE OF  
LYNDONVILLE ELECTRIC DEPARTMENT, VILLAGE OF  
MORRISVILLE WATER & LIGHT DEPARTMENT, VILLAGE OF  
NORTHFIELD ELECTRIC DEPARTMENT, VILLAGE OF  
ORLEANS ELECTRIC DEPARTMENT, VILLAGE OF  
READSBORO ELECTRIC LIGHT DEPARTMENT, TOWN OF  
STOWE ELECTRIC DEPARTMENT, TOWN OF

SWANTON VILLAGE, INC. ELECTRIC LIGHT DEPARTMENT

Damage to the system of the above organizations could be eligible for Federal disaster assistance in a Presidentially Declared Major Disaster. These utilities have associated themselves and are represented by their organization VPPSA located in Waterbury Center, Vermont.

There are only two REA Cooperatives operating within the State of Vermont which could qualify for federal aid in a Major Disaster under Category "H":

VERMONT ELECTRIC COOPERATIVE, INC.  
WASHINGTON ELECTRIC COOPERATIVE, INC.

Damage to the systems of these organizations could be eligible for Federal assistance following the Declaration of a Major Disaster by the President. Applications would be required to be made through the community which the damage occurred.

2. Natural Gas: There is one natural gas utility that supplies northwestern Vermont. The gas comes from Canada under contract with Trans-Canada Pipeline, Ltd. The delivery is made by:

VERMONT GAS SYSTEMS, INC.

Service is provided in Burlington and St. Albans areas. Vermont Gas Systems, Inc. is a private company and therefore would not qualify for Federal assistance per public utility or private non-profit facility criteria.

3. Propane Gas: Propane gas in Vermont is sold by bottle or delivered to Bulk tanks on the customer's properties.

NOTE: All propane gas utility systems utilizing underground pipelines have been abandoned in Vermont. (Federal statutes regulate propane gas installations which are administered by the Vermont Department of Public Service.)

4. Telephone: The majority of telephone lines within Vermont are above ground and vulnerable to weather and other natural disasters, as well as acts of war or terrorism.

NOTE: Electromagnetic Pulse (EMP) caused by a relatively high (fifty miles or more) nuclear explosion would be likely to affect some of the telephone systems. The underground long distance lines and fiber optics transmission systems would be least likely to be affected.

The companies operating telephone systems in Vermont are privately owned, and could not qualify for Federal disaster assistance as either public or private non-profit facilities. The local telephone companies doing business in Vermont are:

NORTHLAND TELEPHONE COMPANY  
FRANKLIN TELEPHONE COMPANY  
LUDLOW TELEPHONE COMPANY

VERIZON NEW ENGLAND, INC.  
NORTHFIELD TELEPHONE COMPANY  
PERKINSVILLE TELEPHONE COMPANY  
SHOREHAM TELEPHONE COMPANY  
TOPSHAM TELEPHONE COMPANY  
WAITSFIELD-FAYSTON TELEPHONE COMPANY  
VERMONT TELEPHONE COMPANY

5. Sewage Treatment Plants: All Vermont cities and many of the larger towns have sewage treatment plants. Damage to these facilities may qualify for Federal Disaster Assistance under Category "F" in a "Major Disaster."

Private systems could possibly receive Small Business Administration (SBA) or Individual and Family Grand Program (IFGP) assistance.

6. Water Supply and Distribution: A number of communities in Vermont have public water systems, which typically serve a substantial segment of the population. Damage to any municipal water facility can qualify for aid as Public Utilities under Category "F."

Almost all rural areas have individual water supply systems, with a few non-profit cooperatives and very small private companies delivering the remainder of water services. The Small Business Administration (SBA) and/or the Farmer's Home Administration may provide loans to restore such systems, and the Individual and Family Grant Program (IFGP) may assist in restoring private wells and springs for qualified applicants.

#### **B. Federal – FEMA Handbook D R & R 2, Chapter 7 (Categories F and H)**

The President is authorized to make contributions to State and/or local governments to help repair, restore, reconstruct or replace public facilities owned by a governmental entity or a private non-profit organization which are damaged or destroyed by a Major Disaster. Public facilities include utilities, which are defined as "structures or systems of any electric power, water supply and distribution, sewage collection and treatment, telephone, gas distribution or similar public service."

### **III. RESPONSIBILITIES**

#### **A. Department of Public Service**

The Department of Public Service is responsible for the regulation and general supervision of utility companies within the State of Vermont. The companies under this jurisdiction are engaged in:

1. Production, transmission, distribution and sale of natural gas or electric power for lighting, heating or power.
2. Collection, sale and distribution of water for domestic, industrial, business or fire protection services, other than municipalities and/or cooperative fire districts.

3. Construction and maintenance of dams and storage reservoirs for the purpose of power to be developed, or for the benefit of waterpower development or undeveloped.  
(Includes in-state hydro-electric facilities)
4. Operating telephone lines, stations and exchanges.
5. Liaison with the Nuclear Power Plant in Vernon regarding safety and operational matters.

The Public Service Board is empowered to order an electric company to transport electric energy over its lines to alleviate a power shortage within the State.

The Department of Public Service will act in an advisory or informational capacity relating to utilities within its jurisdiction providing coordination and assistance to Vermont Emergency Management and/or the State Coordinating Officer (SCO) during emergencies or disasters.

The Department may provide advice and personnel to support the Agency of Natural resources in the conduct of damage assessment and the preparation of Damage Survey Reports (DSRs) involving utilities.

#### **B. Agency of Natural Resources**

The Agency of Natural Resources is responsible for providing teams to conduct damage assessment and prepare Damage Survey Reports (DSRs) and Final Inspections of municipal water systems and sewage plants, and private non-profit electric facilities following a Presidential Declaration of a Major Disaster.